

[? Help](#)**Job details**

Job 1 of 1

[Apply to job](#)[Send to friend](#)[Save to cart](#)[View similar jobs](#)**Bulletin Number** 12414BR**Type of Recruitment** Departmental Promotional Opportunity**Department** Mental Health**Position Title** SENIOR INFORMATION TECHNOLOGY AIDE**Exam Number** 22585A**Filing Type** Standard**Filing Start Date** 11/07/2012**Filing End Date** 11/21/2012**Filing End Time** 5:00 pm PST**Salary Type** Monthly**Salary Minimum** 3428.36**Salary Maximum** 4487.45

Position/Program Information Provides assistance to professional information technology (IT) staff engaged in the implementation of departmental systems, hardware and software or may serve as initial contact point for the reporting of customer related information system trouble calls. Under the supervision of professional information technology staff, positions allocable to this class are assigned to assist professional information technology personnel in the planning, adapting, testing, installing, implementing and documenting of computer systems. In addition, these positions may also provide basic first level help desk support to departmental users and customers either in field offices or in a centralized IT organization*. Positions allocable to this class provide guidance to departmental users regarding routine IT related issues. This position is distinguished from the Information Technology Aide** position by the performance of work requiring more independence and less direction.

Essential Job Functions Provides support to systems customers and/or to departmental staff for a variety of information technology related issues including the identifying, tracking, documenting, researching, and resolving of basic problem calls.

Serves as a liaison between field staff and centralized IT staff by answering questions, providing instructions and furnishing written materials, forms, and policies and procedures related to departmental and County IT systems.

Responds to reported desktop related connectivity problems such as issuing or resetting customer passwords.

Instructs systems customers on navigation and utilization of on-line computer related programs and procedures.

Supports IT professionals by performing routine systems testing, including validating user manuals, procedures, and other instructional materials.

Following established procedures, conducts acceptance testing on software tools.

Assists in documenting Help Desk calls that require higher level research

and investigation.

Extracts and summarizes report data; compiles statistics, analyzes data, and prepares reports for management.

Assists in the procurement, delivery/pick up and inventory control processes of departmental hardware, software and peripheral equipment as needed.

Coordinates IT training scheduling for departmental staff.

Assists in IT technical training of departmental users.

Acts as lead to Information Technology Aides and other clerical personnel.

Assists in the installation, configuration, maintenance and troubleshooting of information technology devices including personal computers, video display terminals, printers, cabling and other hardware.

Requirements

SELECTION REQUIREMENTS: One (1) year of full-time paid experience in a centralized information technology organization* providing assistance to professional information technology staff and providing routine customer related information systems related tasks at the level of Los Angeles County class of Information Technology Aide**.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Special
Requirement
Information**

*Centralized information technology organization is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the Chief Information Technology Official (or, at Sheriff's Department, the coordinated executive command structure) for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.

**Experience at the level of an Information Technology Aide in service of the County of Los Angeles is defined as, provides assistance to professional information technology (IT) staff by performing routine information systems related tasks, such as executing predefined test plans, tracking issues, compiling and organizing documentation and applying scripted solutions to common user or systems related problems, in a centralized information technology organization*.

Verification of Experience: Experience gained in a position performing similar kinds of work which provides the knowledge, skills, and abilities required for the higher level position will be accepted. Experience claimed will be verified and evaluated to determine if the type, level or length of experience is qualifying. Applicants must supply sufficient information for this evaluation to be made. Applicants claiming such experience in County service must present, at time of filing, written proof of this experience in a Verification of Experience Letter (VOEL) approved by their Departmental Human Resources Manager or authorized representative. Credits will only be given for

out-of-class experience to meet the Selection Requirements only.

If you are using an approved appropriate VOEL to qualify, you **MUST** meet the **FULL** experience requirement mentioned above. No withhold rights will be given to applicants qualifying with a VOEL.

Withhold Information: Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing. However, the names of such employees will be withheld from the certification list until the required experience is fully met.

No withhold rights will be given to applicants solely qualifying with a VOEL.

**Examination
Content**

This examination consists of three parts:

PART I - A written test covering Written Expression, Reading Comprehension, and Customer Service weighted 20%.

PART II - A qualifying computerized test which assesses Deductive Reasoning, Professional Potential, Achievement, Independence , Influence, Confidence and Optimism, and Reliability.

Qualified candidates will be notified by email of their participation in the above examinations.

NOTE: Applicants that have taken any identical written test part(s) for other exams (e.g., Children's Social Worker II, Exam Number 9072U; Children's Social Worker Trainee, Exam Number 9070V; Departmental Civil Service Representative, Exam Number R1881E; Management Analyst, Contracts Exam Number 147; Deputy Compliance Officer, Exam Number 162; and Assistant Accounting Systems Analyst, Exam Number: S2646A) within the last (12) months, will have their written test responses for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Upon application, you may be required to transfer your scores to the new examination and may not be allowed to re-take any identical test parts for at least a year.

THE WRITTEN TEST IS NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

Candidates must pass Part I and Part II in order to continue to Part III.

PART III - A Structured Interview (SI) to evaluate Technical Knowledge and Ability; Job Preparation; Interpersonal and Oral Communication; Analytical and Decision-making Ability; Work Skills and Work Habits to perform the duties of this position weighted 80%.

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination to be placed on the eligible list.

**Special
Information**

While positions in the Chief Information Office Bureau normally work during regular County daytime business hours, appointees may be required to work any shift, including evenings, nights, holidays or weekends.

TEST PREPARATION RESOURCES ARE AVAILABLE TO HELP CANDIDATES PREPARE FOR WRITTEN

EMPLOYMENT TESTS:

An interactive, Online Test Preparation System for taking practice tests and printable information may be accessed on the Department of Human Resources website at:

<http://hr.lacounty.gov>

Please click on "Job Info Center." In the section "Some helpful links," click on "Employment Test Preparation."

You can also access practice tests for the computerized version of the test by going to the following website:

http://shldirect.com/practice_tests.html

While these practice materials will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

Vacancy Information

The eligible list resulting from this examination will be used to fill vacancies in the Department of Mental Health, Chief Information Office Bureau.

Eligibility Information

The names of the candidates receiving a passing grade on this examination will be placed on the eligible list in the order of their score group for a period of twelve (12) months following the date of promulgation

Available Shift

Day

Job Opportunity Information

Restricted to permanent employees of the Department of Mental Health who have successfully completed their initial probationary period.

Application and Filing Information

**ON-LINE FILING ONLY.
APPLICATIONS WILL NOT BE ACCEPTED BY MAIL, EMAIL, FAX OR IN PERSON.**

INSTRUCTIONS FOR FILING:

Applicants are required to complete and submit a standard online Los Angeles County Employment Application in order to be considered for this examination. Paper applications, resumes, and/or any unsolicited material will not be accepted in lieu of online applications.

Applicants must submit their completed application by 5:00 pm, Pacific Standard Time(PST), on the last day of filing.

TO APPLY, click on the link above or below this bulletin which say, **Apply to Job** . Required documents such as a VOEL must be uploaded as an attachment during application submission -or- sent by fax to (213) 637-5892 within five (5) business days of filing online or by the last day of filing, **whichever comes first**. Please include your Name, Exam Number and the Exam Title on the faxed documents.

The acceptance of your application will depend on whether you have clearly shown that you meet the Selection Requirements. Your online application must show complete information including a valid email address. Work experience should include employer name and address, job title, complete dates of experience(mm/dd/yy), total number of hours worked per week - not a range of hours (full or part-time), complete and detailed description of your job duties, and supervisor name and contact information. Resumes or any unsolicited materials will not be accepted in lieu of completing the online Los Angeles County Employment application. Applications may be rejected at any stage during the

selection process. *All information supplied by applicants is subject to verification.*

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

Department Contact Name

Gloria Lucio

Department Contact Phone

(213)738-2855 or (213)738-2823

Department Contact Email

blucio@dmh.lacounty.gov

ADA Coordinator Phone

(213) 738-2823

California Relay Services Phone

(800) 899-4099

Job Field

Information Technology

Job Type

All Others

Apply to job

Send to friend

Save to cart

View similar jobs